

**Massachusetts Department of Environmental Protection  
Drinking Water Program  
Public Notification**

## **TEMPLATES FOR NON-COMMUNITY SYSTEMS**

The pages that follow contain templates for use by non-community systems. They are generally designed for posting, and their instructions to consumers are tailored to systems where consumers will not be able to boil or otherwise treat their water. Along with each template are instructions, including the required method of delivery and instructions for completing individual sections of the notice. These templates have been adapted for Massachusetts' public water systems from the EPA and the Association of State Drinking Water Administrators (ASDWA) *Public Notification Handbook*. The EPA/ASDWA *Handbook* provides additional aids to help water systems develop notices for violation situations. An electronic copy of the Public Notification Handbook is available at EPA's web site ([www.epa.gov/safewater/pn.html](http://www.epa.gov/safewater/pn.html)). **Please note that the EPA/ASDWA Handbook templates are non-state specific so Massachusetts's water suppliers are required to use the Massachusetts' version of the templates for compliance purposes.** Electronic copies of the Massachusetts' public notification templates are available on the DEP website <http://www.state.ma.us/dep/brp/dws/publnot.htm>.

**Mandatory language on health effects, which must be included exactly as written, is presented in *italics* (310 CMR 22.16(5)(d)).**

You must include the following italicized language in all notices, where applicable. If you post the notice, this language would not be appropriate, since the message would be available to anyone who passes it; in such cases you may omit the language from your notice. Use of this language does *not* relieve you of your obligation to take steps reasonably calculated to notify persons served (310 CMR 22.16(5)(d)):

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

### **Templates**

Fecal Coliform or *E. coli* Notice--Template NC-2

## Instructions for Fecal Coliform or *E. coli* Notice--Template NC-2

### Template on Following Page

This template is intended for systems where consumers will not be able to boil water. See the instructions below on how to modify this template for other situations. Since exceeding the fecal coliform or *E. coli* maximum contaminant level is a Tier 1 violation, you must provide public notice to persons served as soon as practical but within 24 hours after you learn of the violation (310 CMR 22.16 (2)(b)). During this time period you must also contact your regional office of the DEP Drinking Water Program. You must use one or more of the following methods to deliver the notice to consumers (310 CMR 22.16(2)(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals or clinics), since notice must be provided in a manner reasonably calculated to reach all persons served.

The language to encourage distribution of the notice is included on this notice; however, if you post this notice, omit the mandatory language to encourage distribution, as it is not needed since posting makes the notice available to everyone who passes by. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (310 CMR 22.16(5)(d)). See Template 1-2 for a more detailed template appropriate for hand delivery (but with different instructions to consumers).

### Instructions to Consumers

You may need to modify the instruction based on your system type. For instance, at a campground, you might tell consumers to boil the water before drinking or using for food preparation. Instructions also should depend on whether your system has elevated nitrate levels.

### Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets the standard for bacteria and other contaminants by contacting the bottler and asking for the most recent test results.

### Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with fecal coliform violations. Use one or more of the following actions, if appropriate:

- We are chlorinating and flushing the water system.
- We are increasing sampling for coliform bacteria.
- We are repairing the wellhead seal.
- We are repairing the storage tank.

### After Issuing the Notice

Make sure to send your regional office of the DEP Drinking Water Program and local Board of Health a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (310 CMR 22.15(3)(b)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template 1-6 for a “problem corrected” notice template.



## State Road Restaurant

### WARNING



## DO NOT DRINK THE WATER

Fecal coliform /*E. coli* bacteria were found in the water supply for a sample collected on 10/2/13

Total coliform bacteria and *E. coli* bacteria were found in a repeat sample collected from the water supply on 10/2/13. We were notified of this detection on 10/3/13. On 9/30/13, we collected one routine sample from the distribution system as required. On 10/1/13 we were notified that the routine sample was positive for total coliform bacteria and TNTC-I (Invalid) for *E. coli*. On 10/2/13, we collected four repeat samples from the distribution system and one sample from the source as required. On 10/3/13 we were notified that one of those repeat samples showed the presence of coliform bacteria, and *E. coli* bacteria and four of those samples are still pending final results from the lab. This positive repeat sample constitutes an Acute MCL violation and a Monthly MCL violation for September, as the original routine sample was collected in September, 2013. These bacteria can make you sick, and are a particular concern for people with weakened immune systems.

### Possible Health Effects

*Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*

*Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.*

The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

### What Happened? What is being done?

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

The water system will be chlorinated (disinfected) and additional bacteria monitoring will be conducted as required by MassDEP.

We will inform you when tests show no bacteria. We anticipate resolving the problem October 9<sup>th</sup> or 10<sup>th</sup>.

For more information, please contact Jackson Kenworth @ 508-696-3966. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1(800) 426-4791.

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by State Road Tavern, PWS ID#4296002, Date distributed: 10/4/2013